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**From:** ServiceDesk v11 Notification <NoReply@noreply.com>  
**Sent:** Tuesday, July 19, 2011 10:42 AM  
**To:** Hanchett, James (DPH)  
**Subject:** Incident 747970 Closed

Incident 747970 is Closed.

Assigned to: Lok, Peter

Customer: Hanchett, James L

Description: HSLI - REMOTE - Sonja Farak rebooted her shared computer as directed to install updates. Now she cannot access her email or other programs on the computer.

Computer # DPH-WS-Q236-1

Jim Hanchett

Amherst Drug Lab

Room N251 Morrill I

637 North Pleasant Street

Amherst, MA 01003

Phone 413-545-2607

Fax 413-545-2608

Cell 413-459-3023

Your Incident has been closed.

Closing Detail: Status changed from 'Resolution Provided' to 'Closed'.

Click on the following URL to view Incident:

<https://servicedesk.ehs.state.ma.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12950805+USERNAME=XX4019574>

If you have any further questions please contact the Customer Service Center at: 617-624-5877

\*\*\* DMH customers only...

AIT has completed the work on the problem you reported. We continually strive to improve customer service and would like your help in doing so. Please take a few moments, click on the link below and complete a brief survey regarding the following incident (please make note of the incident number as you will need that when completing the survey):

Thank you.

Incident 747970

[http://www.surveymonkey.com/s.aspx?sm=R1cvmiHqOMeJjNNj8c0nUg\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=R1cvmiHqOMeJjNNj8c0nUg_3d_3d)

Note: Please do not reply to this email.